



CONGRATULATIONS!

You have just purchased the finest commercial refrigerator available. You can expect many years of trouble-free operation.

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TGO-33-HC~TSL01



TGO | TRUE GO MERCHANDISER | shelfx

INSTALLATION MANUAL

MODELS INCLUDED:
TGO-33-HC | TGO-36-HC

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NOMENCLATURE

AC	Air Curtain
ADA	Americans With Disabilities Act Compliant
AL	Angled Lid
C	Convenience Store Cooler
CD	Cold Deli
CT	Club Top
D	Drawer
DG	Dry Goods
DS	Dual Sided
DT	Dual Temperature
F	Freezer
FC	Floral Case
FG	Glass Door Freezer
FGD01	Framed Glass Door,Version 01
FL	Flat Lid
FLM	Full Length Merchandiser
FR	Food Rated
FZ	Zero Degree Freezer
G	Glass Door
GAL	Galvanized Top
GC	Glass/Plate Chiller
GDIM	Glass Door Ice Merchandiser
GDM®	Glass Door Merchandiser
GEM	Glass End Merchandiser
GS	Glass Sided
G4SM	Four-Sided Glass
L	Low-Height
LD	LED Lighting
LP	Low Profile
MB/MC	Mega Top
NT	No Tank (Ice Merchandisers)
PT	Pass-Through
RF	Radius Front
RGS	Rotating Glass Shelf
RI	Roll-In
RL	Rear Load
RT	Roll-Through
S	Stainless Steel

SD	Slide Door
SI	Sign
SL	Slim Line
SPEC I	Undercounter/Worktop Spec Series I
SS	Stainless Steel Interior
SSL	Super Slim Line
ST	Split Top
STR/STA/STG	Spec Series® Models
T	TRUE®
TAC®	Vertical Air Curtain
TBB®	Back Bar
TBR	TRUE Bar Refrigerator
TCGG	Curved Glass Gravity Coil Deli Case
TD	Deep Well Horizontal Bottle Cooler
TDB	Back Bar/Direct Draw
TDBD	Double Duty Deli
TDC	Dipping Cabinet
TDD	Direct Draw
TDM	Display Merchandiser
TDR	TRUE Draft Refrigerator
TFM	Frozen Merchandiser
TFP	Food Prep Table
TGO	TrueGO Glass Door Merchandiser
THAC	Horizontal Air Curtain
TMC	Milk Cooler
TOAM	Open Air Merchandiser
TPP®	Pizza Prep Table
TRCB	Chef Base
TS	Stainless Steel Exterior & Interior Reach-In
TSD	Slide Door
TSID	Single Duty Deli
TSL01	TRUE Standard Look,Version 01
TSSU®	Sandwich/Salad Unit
T-SERIES®	Upright Reach-In
TUC®	Undercounter
TVM	Visual Merchandiser
TWT	Work Top
W	Wine Merchandiser

NOTICE TO CUSTOMER

Loss or spoilage of products in your refrigerator/freezer is not covered by warranty. In addition to following recommended installation procedures, you must run the refrigerator/freezer 24 hours prior to usage.



How to maintain your TRUE refrigerator to receive the most efficient and successful operation.

You have selected one of the finest commercial refrigeration units made. It is manufactured under strict quality controls with only the best quality materials available. Your TRUE cooler, when properly maintained, will give you many years of trouble-free service.

WARNING! Use this appliance for its intended purpose as described in this Installation Manual.

REFRIGERANT SAFETY & WARNING INFORMATION

TO LOCATE REFRIGERANT TYPE, SEE SERIAL LABEL INSIDE CABINET.

This cabinet may contain fluorinated greenhouse gas covered by the Kyoto Protocol (please refer to cabinet's inner label for type and volume, GWP of 134a = 1,300, R404a = 3,800).

FOR HYDROCARBON REFRIGERATION ONLY (R-290) SEE BELOW:

- DANGER!** – Risk of fire or explosion. Flammable refrigerant used. Do not use mechanical devices to defrost refrigerator. Do not puncture refrigerant tubing.
- DANGER!** – Risk of fire or explosion. Flammable refrigerant used. To be repaired only by trained service personnel. Do not puncture refrigerant tubing.
- CAUTION** – Risk of fire or explosion. Flammable refrigerant used. Consult repair manual/owner's guide before attempting to service this product. All safety precautions must be followed.
- CAUTION** – Risk of fire or explosion. Dispose of properly in accordance with federal or local regulations. Flammable refrigerant used.
- CAUTION** – Risk of fire or explosion due to puncture of refrigerant tubing; follow handling instructions carefully. Flammable refrigerant used.
- CAUTION** – Keep clear of obstruction all ventilation openings in the appliance enclosure or in the structure for building-in.

BASIC SAFETY & WARNING PRECAUTIONS

When using electrical appliances, basic safety precautions should be followed, including the following:

- Care must be used during operation, maintenance, or repairs to avoid cuts or pinching from any cabinet part/component.
- This refrigerator must be properly installed and located in accordance with the Installation Instructions before it is used.
- This appliance is not to be used, cleaned, or maintained by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction.
- Do not allow children to play with the appliance or to climb, stand or hang on the shelves in the refrigerator. They could damage the refrigerator and seriously injure themselves.
- Do not touch the cold surfaces in the freezer compartment when hands are damp or wet. Skin may stick to these extremely cold surfaces.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Keep fingers out of the "pinch point" areas; clearances between the doors and between the doors and cabinet are necessarily small; be careful closing doors when children are in the area.
- Unplug the refrigerator before cleaning and making repairs.
- Setting temperature controls to the 0 position does not remove power to the light circuit, perimeter heaters, or evaporator fans.

NOTE: All servicing must be performed by a qualified technician.

CABINET DISPOSAL WARNING

DANGER! RISK OF SENSORY IMPAIRED PERSONS AND/ OR CHILD ENTRAPMENT

PROPER DISPOSAL OF THE CABINET

Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous...even if they will sit for "just a few days." If you are getting rid of your old refrigerator, please follow the instructions below to help prevent accidents.

Before you throw away your old refrigerator or freezer:

TAKE OFF THE DOORS.

- Leave the shelves in place so that children may not easily climb inside.

APPLIANCE DISPOSAL

When recycling appliance, please make sure that the refrigerants are handled according to local and national codes, requirements and regulations.

REFRIGERANT DISPOSAL

Your old refrigerator may have a cooling system that uses "Ozone Depleting" chemicals. If you are throwing away your old refrigerator, make sure the refrigerant is removed for proper disposal by a qualified service technician. If you intentionally release any refrigerants, you can be subject to fines and imprisonment under provisions of the environmental regulations.

EMERGENCY RELEASE PULL CORD OPERATION (220V ONLY)

IN CASE OF AN EMERGENCY, THE DOOR MAY BE UNLOCKED AND OPENED FROM THE INSIDE WITH A PULL CORD.

The pull cord is located on the inner side wall near the bottom and the red "Emergency Release" sticker:



Emergency Release Pull Cord

ELECTRICAL WARNING

- WARNING!** – Do not clean appliance with a water jet or hose.
- WARNING!** – Power supply cord ground should not be removed!
- WARNING!** – Cabinet warranties are void if OEM power cord is tampered with. TRUE will not warranty any units that are connected to an adapter or extension cord.
- WARNING!** – Compressor warranties are void if the compressor fails due to improper voltage.
- WARNING!** – Do not use electrical appliances inside the food storage compartments of the appliances unless they are of the type recommended by the manufacturer.
- WARNING!** – Unplug the refrigerator/freezer before cleaning or making any repairs. Setting temperature controls to the 0 position or powering off an electronic control may not remove power from all components (for example; light circuits, perimeter heaters, evaporator fans, etc.).

CABINET INFORMATION

- This appliance is listed for the storage and/or display of pre-packaged or bottled food product.
- This appliance is not for the storage and/or display of potentially hazardous foods when the thermostat is set above 41°F/5°C.
- Appliance tested for IEC to ISO Climate Class 5 (104°F/40°C temperature, 40% relative humidity).
- Appliance tested for a weighted sound pressure that is below 70 dB.

INSTALLATION: Prior to Installation

OWNERSHIP

To ensure that your unit works properly from the first day, it must be installed properly. We highly recommend a trained refrigeration mechanic and electrician install your TRUE equipment. The cost of a professional installation is money well spent.

Before you start to install your TRUE unit, carefully inspect it for freight damage. If damage is discovered, immediately file a claim with the delivery freight carrier.

TRUE is not responsible for damage incurred during shipment.

CABINET SPECIFICATION

- This appliance is listed for the storage and/or display of pre-packaged or bottled food product.

CABINET LOCATION

- Appliance tested for IEC to ISO Climate Class 5 (104°F/40°C temperature, 40% relative humidity).
- Appliance is not suitable for an area where a water jet or hose may be used.
- Ensure the location will provide adequate clearances and sufficient airflow for the cabinet.
- Ensure the power supply for the cabinet matches the cabinet specification sheet or cabinet data plate and is within the rated voltage (+/-5%). Also, that the amp rating of the circuit is correct and that it is properly grounded.
- The cabinet should always be plugged into its own individual dedicated electrical circuit. The use of adapter plugs and extension cords is prohibited.

NOTICE TO CUSTOMER

Loss or spoilage of products in your refrigerator/freezer is not covered by warranty. In addition to following recommended installation procedures, you must run the refrigerator/freezer for 24 hours prior to usage to verify its proper operation.

CLEARANCES			
	TOP	SIDES	BACK
TGO	0" (0 mm)	0" (0 mm)	1" (25.4 mm)
WARNING! Warranty is void if ventilation is insufficient.			

WIRE GAUGE CHART

115 Volts	Distance In Feet To Center of Load												
	AMPS	20	30	40	50	60	70	80	90	100	120	140	160
2	14	14	14	14	14	14	14	14	14	14	14	14	14
3	14	14	14	14	14	14	14	14	14	14	14	14	12
4	14	14	14	14	14	14	14	14	14	14	12	12	12
5	14	14	14	14	14	14	14	14	12	12	12	10	10
6	14	14	14	14	14	14	12	12	12	12	10	10	10
7	14	14	14	14	14	12	12	12	10	10	10	8	8
8	14	14	14	14	12	12	12	10	10	10	8	8	8
9	14	14	14	12	12	12	10	10	10	8	8	8	8
10	14	14	14	12	12	10	10	10	10	8	8	8	8
12	14	14	12	12	10	10	10	8	8	8	8	8	6
14	14	14	12	10	10	10	8	8	8	6	6	6	6
16	14	12	12	10	10	8	8	8	8	6	6	6	6
18	14	12	10	10	8	8	8	8	8	8	8	8	5
20	14	12	10	10	8	8	8	6	6	6	5	4	4
25	12	10	10	8	8	6	6	6	6	5	4	4	3
30	12	10	8	8	6	6	6	6	5	4	4	3	2
35	10	10	8	6	6	6	5	5	4	4	3	2	2
40	10	8	8	6	6	5	5	4	4	3	2	2	1
45	10	8	6	6	6	5	4	4	3	3	2	1	1
50	10	8	6	6	5	4	4	3	3	2	1	1	1

230 Volts	Distance In Feet To Center of Load												
	AMPS	20	30	40	50	60	70	80	90	100	120	140	160
5	14	14	14	14	14	14	14	14	14	14	14	14	14
6	14	14	14	14	14	14	14	14	14	14	14	14	12
7	14	14	14	14	14	14	14	14	14	14	14	12	12
8	14	14	14	14	14	14	14	14	14	14	12	12	12
9	14	14	14	14	14	14	14	14	14	12	12	12	10
10	14	14	14	14	14	14	14	14	12	12	12	10	10
12	14	14	14	14	14	14	12	12	12	12	10	10	10
14	14	14	14	14	14	12	12	12	10	10	10	8	8
16	14	14	14	14	12	12	12	10	10	10	8	8	8
18	14	14	14	12	12	12	10	10	10	8	8	8	8
20	14	14	14	12	10	10	10	10	10	8	8	6	6
25	14	14	12	12	10	10	10	10	8	8	6	6	6
30	14	12	12	10	10	10	8	8	8	6	6	5	5
35	14	12	10	10	10	8	8	8	6	6	5	5	5
40	14	12	10	10	8	8	8	6	6	6	5	5	5
50	12	10	10	8	6	6	6	6	6	5	4	4	4
60	12	10	8	6	6	6	6	6	5	4	4	3	3
70	10	10	8	6	6	6	5	5	4	4	2	2	2
80	10	8	8	6	6	5	5	4	4	3	2	2	2
90	10	8	6	6	5	5	4	4	3	3	1	1	1
100	10	8	6	6	5	4	4	3	3	2	1	1	1

INSTALLATION: Uncrating

TOOLS REQUIRED

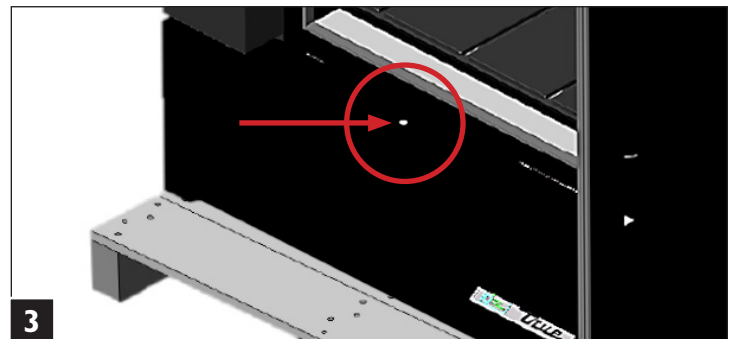
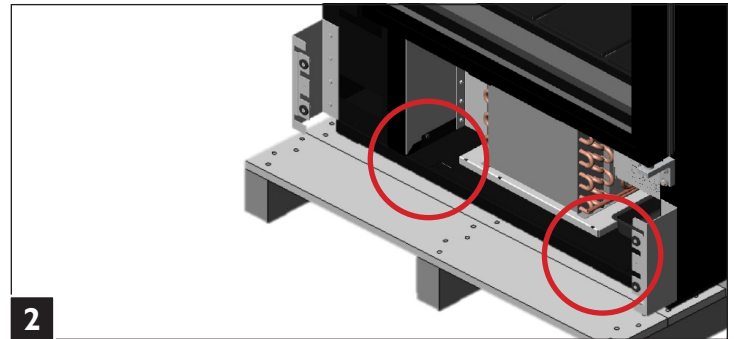
- Adjustable wrench
- Phillips screwdriver
- Level

The following procedure is recommended for uncrating the unit:

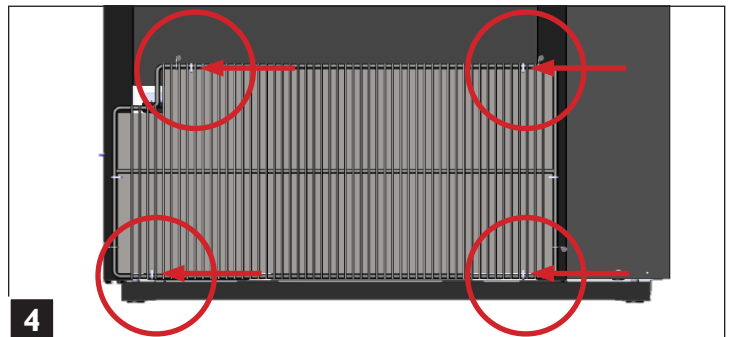
- Remove the outer packaging (cardboard and bubbles or Styrofoam corners and clear plastic). Inspect for concealed damage. Again, immediately file a claim with the freight carrier if there is damage (see image I).
- Move your unit as close to the final location as possible before removing the wooden skid.
- Using a 3/4" socket wrench, remove all shipping bolts securing the wood skid to the bottom of the cabinet (see image 2). Some models may require the removal of a front and/or rear grill to gain access to the shipping bolts (see images 3 & 4). With shipping bolts removed, cabinet may be rotated on the skid to provide access for installing included leveling legs or optional castors (see section Installation: Installing Leveling Legs & Castors, page 6).
- If leveling legs or castors are not to be used, remove cabinet from wooden skid. Place skid to the side.

- When lifting unit, do not use countertops, doors/drawers, or grills as a lifting point. Also remember to leave cabinet upright for 24 hours before plugging into a power source.
- Remove door bracket on swinging glass door models (see images A & B). Do not throw the bracket or blocks away. For future cabinet movement the bracket and blocks will need to be installed so the glass door does not receive any damage. (See image for bracket and shipping block removal).

NOTE: Keys for cabinets with door locks are located in the warranty packet.



Remove the screw. Pull the grill to release it from the magnetic brackets.



Remove the screws.

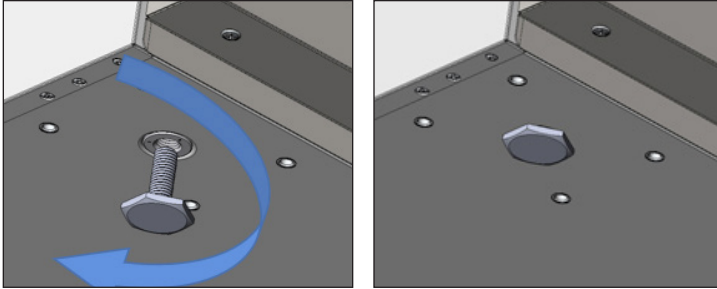


INSTALLATION: Installing Leveling Legs

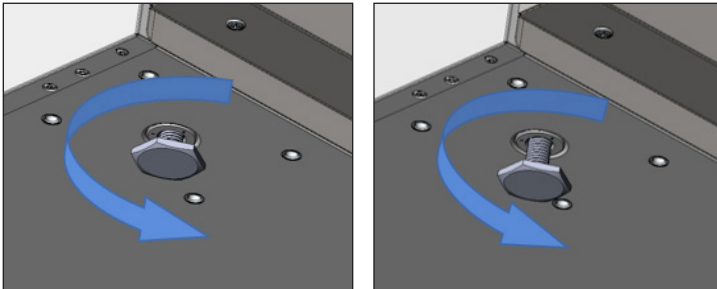
INSTALLING LEVELING LEGS

Leveling legs are provided to assist with the leveling of the cabinet.

With access to the bottom of the cabinet, locate the leveling legs.



The leveling legs may be threaded in or out to achieve a level and supported cabinet.



LOCATING

- A. Carefully upright the cabinet.
- B. Ensure that the drain hose or hoses are positioned in the pan.
- C. Free the plug and cord from inside the lower rear of the cooler (do not plug in).
- D. The unit should be placed close enough to the electrical supply so that extension cords are never used.

LEVELING

Proper leveling of your TRUE cooler is critical to operating success (for non-mobile models). Effective condensate removal and door operation will be effected by leveling.

The cooler should be leveled front to back and side to side with a level.

- A. Position level in the inside floor of the unit, near the doors (level should be parallel to cabinet front). Level cabinet.
- B. Position level at the inside rear of cabinet (again, level should be placed parallel to cabinet back). Level cabinet.
- C. Perform procedures similar to Steps A and B by placing the level on inside floor (left and right side, parallel to the depth of the cooler). Level cabinet.

NOTE: If the cabinet has a center leveling screw, castor, or leg, make sure it is adjusted properly so it makes full contact with the floor after the cabinet has been leveled.

INSTALLATION: Installing Leveling Legs and Castors

Optional castors will provide cabinet mobility. Optional adjustable legs will provide 6" (152 mm) of clearance under cabinet.

TOOLS REQUIRED

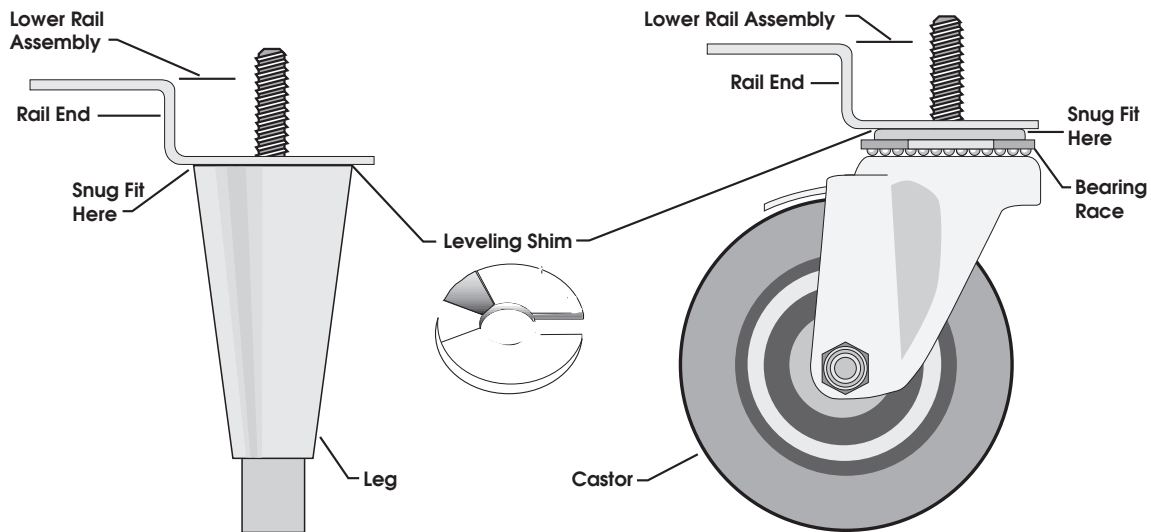
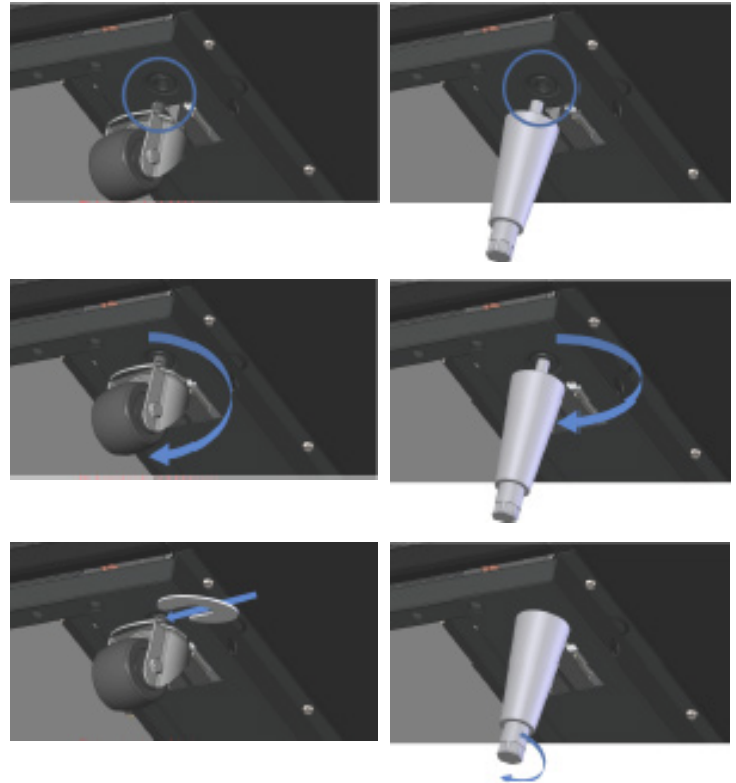
- Castor Wrench (optional)
- Adjustable Wrench
- Locate and remove the leveling legs from the 1/2" threaded inserts.
- Screw in the castor or adjustable leg.
- Verify that the cabinet is level. If cabinet is not level, gently lift and support the low end of the cabinet.

CASTORS

- Loosen the castor bolt enough to slide the provided castor shims between the castor bearing and the bottom rail of the cabinet.
- Install the desired number of shims (if more than one shim is used, turn the slot at a 90° angle so they are not in line).
- Tighten and secure the shims and castors with optional castor wrench. Lower the cabinet and verify level.
- Repeat process until cabinet is level and supported.

ADJUSTABLE LEG

- Using an adjustable wrench, screw the bottom stem in or out to level and support the cabinet.



INSTALLATION: Sealing Cabinet to Floor

STEP 1 – POSITION CABINET – Allow 1" (25.4 mm) between the wall and rear of the refrigerated cabinet to assure proper ventilation.

STEP 2 – LEVEL CABINET – Cabinet should be level, side to side and front to back. Place a carpenter's level on the interior floor in four places:

- A.** Position level on the inside floor of the unit near the doors (level should be parallel to cabinet front). Level cabinet.
- B.** Position level at the inside rear of cabinet (again, level should be placed parallel to cabinet back). Level cabinet.
- C.** Perform procedures similar to Steps A & B by placing the level on inside floor (left and right side, parallel to the depth of the cooler). Level cabinet.

STEP 3 – Draw an outline of the base on the floor.

STEP 4 – Raise and block the front side of the cabinet.

STEP 5 – Apply a bead of NSF approved sealant (see list below) to the floor; ½" (12.7 mm) inside the outline drawn. The bead must be heavy enough to seal the entire cabinet surface when it is down on the sealant.

STEP 6 – Raise and block the rear of the cabinet.

STEP 7 – Apply sealant on floor as outlined in Step 5 on other three sides.

STEP 8 – Examine to see that cabinet is sealed to floor around entire perimeter.

NOTE: Asphalt floors are susceptible to chemical attack.

A layer of tape on the floor prior to applying the sealant will protect the floor.

NSF APPROVED SEALANTS:

1. Minnesota Mining (3M) #ECU800 Caulk
2. Minnesota Mining (3M) #ECU2185 Caulk
3. Minnesota Mining (3M) #ECU1055 Bead
4. Minnesota Mining (3M) #ECU1202 Bead
5. Armstrong Cork – Rubber Caulk
6. Products Research Co. #5000 Rubber Caulk
7. G.E. Silicone Sealer
8. Dow Corning Silicone Sealer

INSTALLATION: Connecting Electricity

USE OF ADAPTER PLUGS

NEVER USE AN ADAPTER PLUG! An adapter plug is determined to be a component that alters the original OEM plug configuration when connecting it to a power source.

TRUE will not warranty any refrigerator/freezer that has been connected to an adapter plug.

USE OF EXTENSION CORDS

NEVER USE AN EXTENSION CORD! An extension cord is determined to be any component that adds length to the original OEM power cord when connecting it to a power source.

TRUE will not warranty any refrigerator/freezer that has been connected to an extension cord.

HOW TO CONNECT TO ELECTRICITY

- The power cord from this appliance is equipped with a grounding plug which minimizes the possibility of electric shock hazard.
- The wall outlet and circuit should be checked by a licensed electrician to make sure the outlet is properly grounded.
- If the outlet is a standard 2-prong outlet, it is your personal responsibility and obligation to have it replaced with the properly grounded wall outlet.
- Do not, under any circumstances, cut or remove the ground prong from the power cord. For personal safety, this appliance must be properly grounded.
- Before your new unit is connected to a power supply, check the incoming voltage with a voltmeter. If the recorded voltage is less than the rated voltage for operation (+/-5%) and amp rating, correct immediately. Refer to cabinet data plate for this voltage requirement.
- The refrigerator/freezer should always be plugged into a dedicated electrical circuit. This provides the best performance and prevents building wiring circuits from being overloaded, which could cause a fire hazard from overheated wires.
- Never unplug your refrigerator/freezer by pulling on the power cord. Always grip plug firmly and pull straight out from the outlet.
- When moving the refrigerator/freezer, for any reason, be careful not to roll over or damage the power cord.
- Repair or replace immediately all power cords that have become frayed or otherwise damaged. Do not use a power cord that shows cracks or abrasion damage along its length or at either end.
- If supply power cord is damaged, it should be replaced with OEM (original equipment manufacturer) components. To avoid hazard this should be done by a licensed service provider.

115V 60HZ MODEL UNITS ONLY

115v 60 hz model units ONLY are supplied with a GFCI resettable power cord.

RESET button →

TEST button →

RED indicator light →



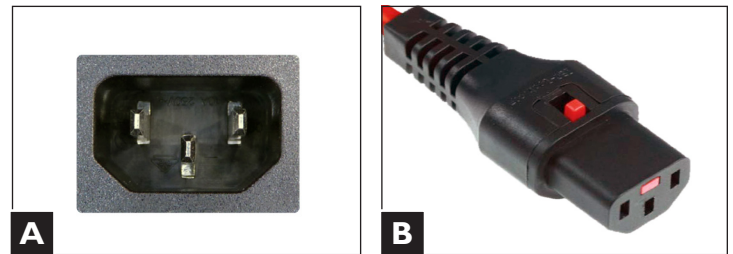
The bright RED light indicates when the power is ON. The TEST and RESET buttons allow for periodic testing.

INTERNATIONAL (IEC) PLUGS ONLY

International cabinets may be supplied with a power cord that will need to be installed.

Fully seat the power cord into the cabinet receptacle (see image A) until it locks in position before connecting to a power source.

To remove the power cord, depress the red button (see image B).



CABINET WIRING DIAGRAM

The cabinet's wiring diagram is in the exterior servicing compartment space of the cabinet.

A copy of the wiring diagram may also be obtained at www.truemfg.com/support/serial-number-lookup

NEMA PLUG CONFIGURATIONS

60HZ USE ONLY!

TRUE uses these types of NEMA plugs. If you do not have the proper outlet, have a licensed electrician verify and install the correct power source.



115/60/1
NEMA-5-15R



115/208-230/1
NEMA-14-20R



115/60/1
NEMA-5-20R



208-230/60/1
NEMA-6-15R

NOTE: International plug configurations will vary by country and voltage.

CABINET SETUP

shelfx

Once a unit is in a final location, locate the shelf scale load plate boxes. Optional castors and pricing strips may also be secured to the shelf.

Cut any straps securing the boxes to the top shelf. Remove all contents (see image 1).

Cut any zip-ties securing the top shelf to the front top shelf clips and the front of the shelf below (see image 2).

Remove the top shelf and its shelf clips.

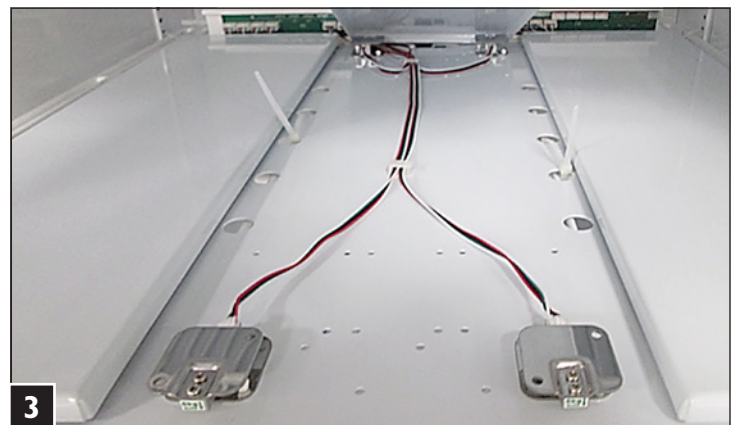
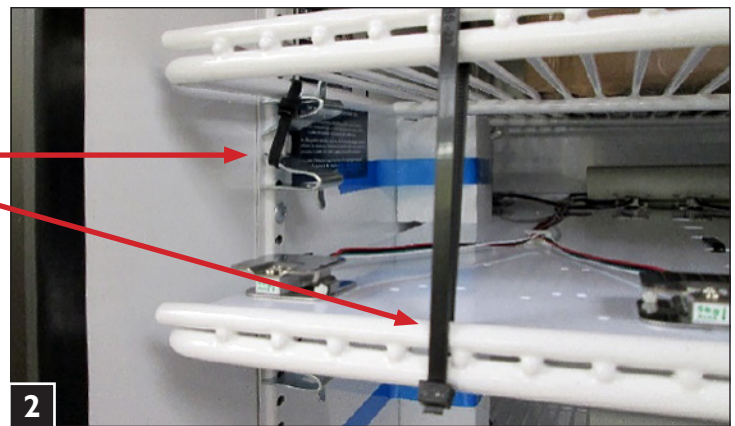
NOTE: No other zip-ties securing the remaining shelves need to be cut unless the shelving needs to be removed..

Each shelf will have a system that consists of 3 to 4 separate scale load plates.

To install the scale shelf load plates, gently place them over the scale load sensors.

Each scale load plate covers 4 scale sensors (see images 3 & 4).

CAUTION: Do not apply excessive pressure on the scales. Excessive pressure will cause damage to the scale sensors.



CABINET SETUP (CONT.)



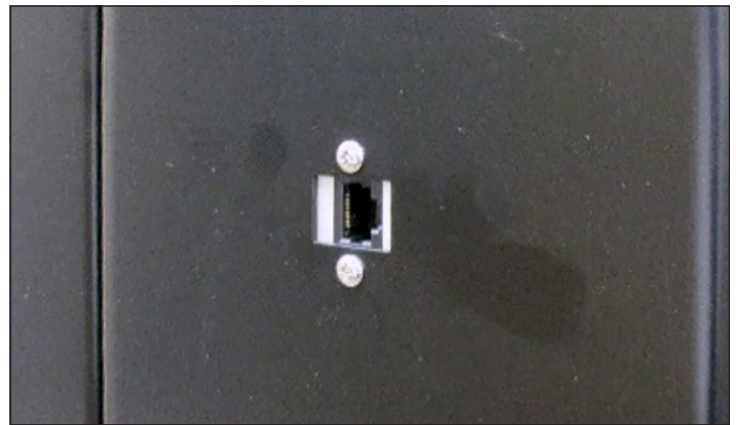
STOP! PRIOR TO PROCEEDING, PLEASE REFERENCE THE PROVIDED SHELFX QUICK START GUIDE AND SHELFX SUPPORT GUIDE.

The **Shelfx Quick Start Guide** will provide information pertaining to:

- Internet connectivity (see note below image on right)
- Shelfx installation and hardware
- Shelfx activation
- Shelfx programming
- Shelfx ongoing operation

The **Shelfx Support Guide** will provide information pertaining to:

- Shelfx contact info
- Shelfx FAQ
- Shelfx warranty



NOTE: A CAT5 data cable receptacle has been provided on the outside back panel for the internet connection.

FOR MORE INFORMATION AND SUPPORT OF YOUR SHELFX SYSTEM, PLEASE VISIT: [SHELFX.COM](https://www.shelfx.com)

CABINET SETUP (CONT.)

STANDARD ACCESSORIES

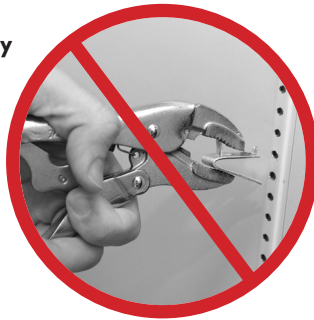
SHELF INSTALLATION/OPERATION:

1. Hook shelf clips onto shelf standards.
2. Position all four shelf clips equal in distance from the floor for flat shelves.
3. Shelves are oriented so that cross support bars are facing down.
4. Place shelves on shelf clips, making sure all corners are seated properly.

WIRE SHELVES: Wire shelves are oriented so that cross support bars are facing down.

NOTE: This cabinet meets the IEC shelf weight capacity of 230 kg/m² – 47lb/ft².

WARNING! Do not use pliers or any crimping tools when installing shelf clips. Altering shelf clips in any way can lead to shelving instability.



FOR PROPER SHELF CLIP INSTALLATION PLEASE READ THE FOLLOWING INSTRUCTIONS.

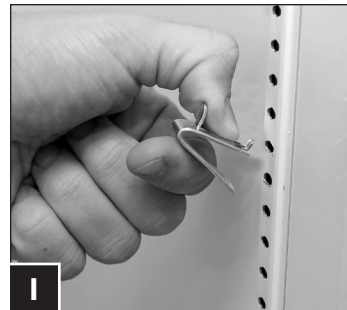
STEP 1 – Install the top tab of the shelf clip into the proper hole. Push up on the bottom of the clip (see image 1).

STEP 2 – Bottom tab of the shelf clip will fit tightly. You may need to squeeze or twist the bottom of the shelf clip to install (see images 2 & 3).

STEP 3 – After installation, the shelf clip will fit snugly into the shelf standard. The shelf clip should not be loose or able to wiggle out of the shelf standard (see image 4).

SHELF INSTALLATION TIPS

1. Install all the shelf clips before installing the shelves.
2. Start at the bottom in terms of shelf installation and work your way up.
3. Always lay the back of each shelf down on the rear clips before the front.



1 Installing top tab of shelf clip



2 Installing bottom of the shelf clip



3 You may need to squeeze or twist the bottom of the shelf clip to install



4 Shelf clip installation complete

CABINET OPERATION

STARTUP

- A. The compressor is ready to operate. Plug in the cooler.
- B. Temperature controls are factory-set to give refrigerators an approximate temperature of 35°F (1.7°C) and freezers an approximate temperature of -10°F (-23.3°C). Allow unit to function several hours, completely cooling cabinet before changing the control setting.
- C. Excessive tampering with the control could lead to service difficulties. Should it ever become necessary to replace the temperature control, be sure it is ordered from your TRUE dealer or recommended service agent.
- D. Good air flow in your TRUE unit is critical. Be careful to load product so that it neither presses against the back wall, nor comes within four inches of the evaporator housing. Refrigerated air off the coil must circulate down the back wall.

NOTE: If the unit is disconnected or shut off, wait five minutes before starting again.

RECOMMENDATION Before loading product we recommend you run your TRUE unit empty for two to three days. This allows you to be sure electrical wiring and installation are correct and no shipping damage has occurred. Remember, our factory warranty does not cover product loss!

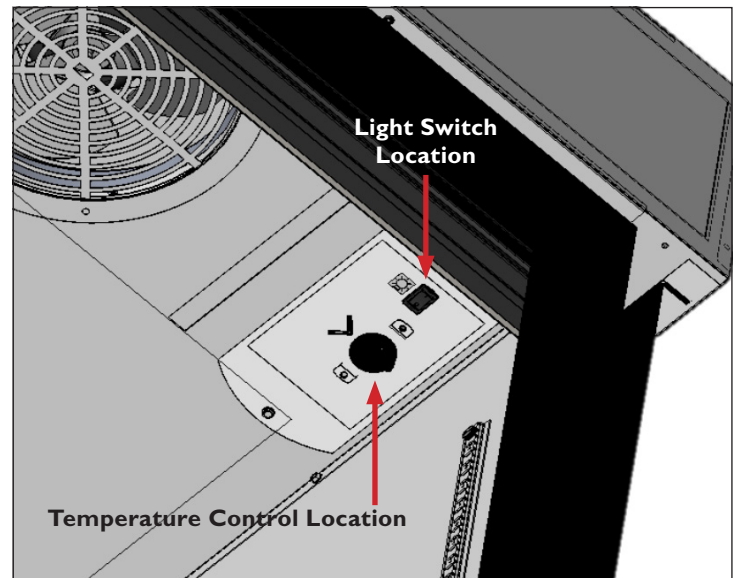
TEMPERATURE CONTROL VERSIONS VARY BY MODEL AND AGE OF CABINET.

Temperature control versions without a digital display.



- #9 is the coldest setting,
- #1 is the warmest setting,
- #0 is the temperature control "off" position.

TEMPERATURE CONTROL & LIGHT SWITCH LOCATION



For more information regarding a cabinet's general sequence of operation, including basic temperature control adjustments, please visit our website.

<https://www.TRUEmfg.com/Support/Resource-Library>

shelfx

OPERATION

The ShelfX system constantly monitors the cabinet temperature.

The ShelfX system will activate a locking device when preset parameters of temperature 41°F (5°C) Refrigerator and 0°F (-17.7°C) Freezer are exceeded for a duration of 30 minutes.

For more information and support of your Shelfx system please visit www.shelfx.com

CABINET OPERATION (CONT.)

GENERAL SEQUENCE OF OPERATION – REFRIGERATOR & FREEZERS CABINETS

WHEN THE CABINET IS PLUGGED IN:

- Interior lights will illuminate on glass door models (see light switch location).
- An electronic control with digital display will illuminate (if installed).
- There may be a short delay before the compressor and/or evaporator fan(s) start.
- This delay may be determined by time or by temperature.
- This delay may be the result of an initial defrost event that will be a minimum of 6 minutes.
- The temperature control/thermostat may cycle the compressor and evaporator fan(s) on and off together.
EXCEPTION: Models TSID, TDBD, TCGG, and TMW do not have an evaporator fan(s).
- The temperature control/thermostat is sensing either an evaporator coil temperature or air temperature, not a product temperature.
- An analog thermometer, a digital thermometer, or an electronic control display may reflect the refrigeration cycle swings of up and down temperatures, not a product temperature. The most accurate method to determine a cabinets operation is to verify the product temperature. Every cabinet will require a defrost event to ensure the evaporator coil remains clear of frost and ice buildup. Defrost is initiated by a defrost timer or by the electronic control.
- A refrigerator with a mechanical temperature control will defrost during every compressor off-cycle.
- A freezer with a mechanical temperature control will defrost by time initiation as determined by a defrost timer.
EXCEPTION: Models TFM, TDC, THDC and TMW will require a manual defrost.
- The frequency of this manual defrost will depend on the cabinet's usage, and ambient conditions.
- An electronic control will defrost by either a time initiation or on demand as determined by the electronic control.
- An electronic control with a digital display (if installed) will show "def" during defrost.
NOTE: The display may have a short delay before showing a temperature after a defrost event has expired and may show "def" during a refrigeration cycle.
- Models with an analog or digital thermometer may show higher than normal temperatures during defrost. A refrigerator will use the evaporator fans to clear the coil during defrost.
EXCEPTION: Models TSID, TDBD, and TCGG do not have an evaporator fan(s).
- A freezer will use heaters to clear the coil during defrost.
NOTE: The evaporator coil heater and drain tube heater are only energized during defrost. Defrost is terminated when a specific evaporator coil temperature is reached or by a time duration.

MAINTENANCE, CARE & CLEANING

CARE MUST BE USED DURING OPERATION, MAINTENANCE, OR REPAIRS TO AVOID CUTS OR PINCHING FROM ANY CABINET PART/COMPONENT.

CLEANING THE CONDENSER COIL

When using electrical appliances, basic safety precautions should be followed, including the following:

WARNING! Do not clean appliance with a water jet or hose.

CAUTION: Condenser coil fins are sharp.

TOOLS REQUIRED

- 1/4" nut driver
- 3/8" nut driver
- Stiff bristle brush
- Tank of compressed air
- Vacuum cleaner
- Flashlight
- Eye protection

STEP 1 – Disconnect power to unit.

STEP 2 – Remove the screw securing the louvered grill to the cabinet.

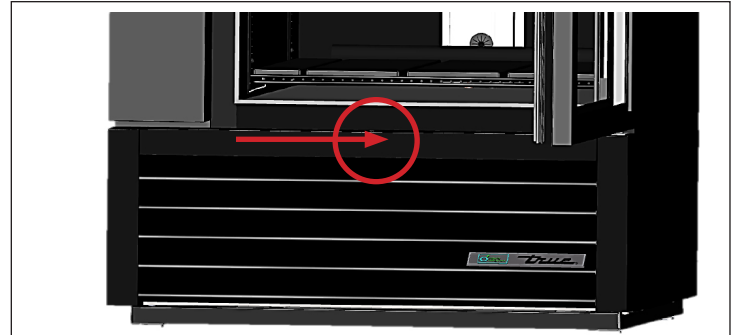
STEP 3 – Pull on the grill assembly to release it from the magnetic brackets.

STEP 4 – Carefully clean off accumulated dirt from the front fins of the condensing coil with a stiff bristle brush.

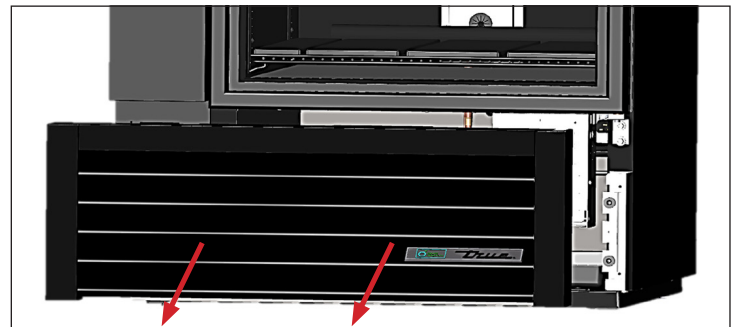
CAUTION MUST BE USED TO AVOID EYE INJURY. EYE PROTECTION IS RECOMMENDED.

STEP 5 – With dirt removed from the surface of the coil, use a flashlight to verify that you can see through the coil and observe the condenser fan blade spinning. If the view is still blocked with dirt, refer to step 6. If the view is clear, reinstall louvered grill.

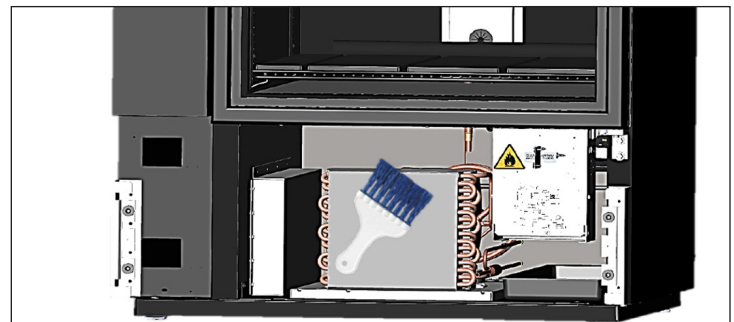
Connect unit to power and verify operation.



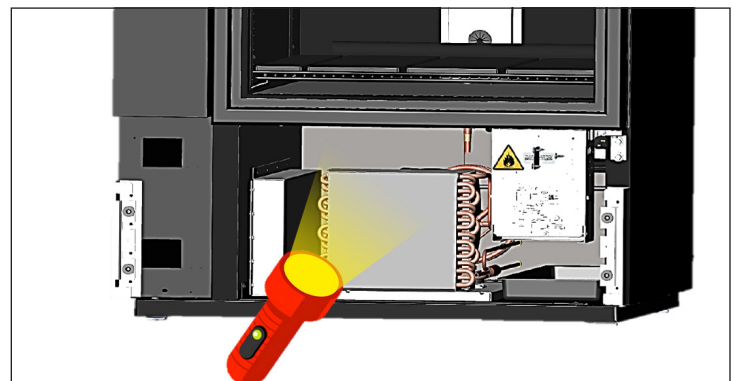
2



3



4



5

MAINTENANCE, CARE & CLEANING (CONT.)

STEP 6 – Remove the two bolts securing the condenser base to the cabinet.

STEP 7 – Carefully slide the condensing unit out (tube connections are flexible). Proceed to gently blow through the coil with compressed air or CO₂ until clean. Carefully vacuum any dirt around and behind the condensing unit area.

STEP 8 – Carefully slide the compressor assembly back into position and replace bolts.

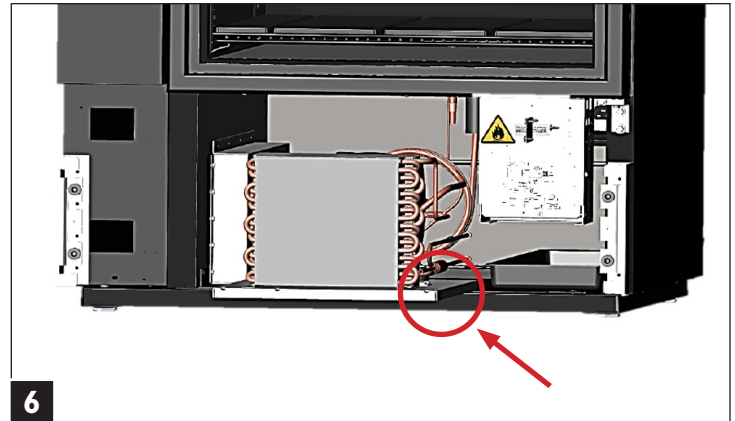
Reinstall louvered grill.

Connect unit to power and verify operation.

ADDITIONAL INFORMATION

If you have any questions, please contact your local TRUE Manufacturing Service Department. See the front cover for locations and contact information.

- **DO NOT** place any filter material in front of the condensing coil.



6

MAINTENANCE, CARE & CLEANING (CONT.)

STAINLESS STEEL EQUIPMENT CARE & CLEANING

CAUTION: Do not use any steel wool, abrasive or chlorine-based products to clean stainless steel surfaces.

STAINLESS STEEL OPPONENTS

There are three basic things which can break down your stainless steel's passivity layer and allow corrosion to rear its ugly head.

1. Scratches from wire brushes, scrapers, steel pads, and other items that can be abrasive to stainless steel's surface.
2. Deposits left on your stainless steel can leave spots. You may have hard or soft water depending on what part of the country you live in. Hard water can leave spots. Hard water that is heated can leave deposits if left to sit too long. These deposits can cause the passive layer to break down and rust your stainless steel. All deposits left from food prep or service should be removed as soon as possible.
3. Chlorides which are present in table salt, food and water, as well as in household and industrial cleaners. These are the worst type of chlorides to use on stainless steel.

RECOMMENDED CLEANERS FOR CERTAIN SITUATIONS / ENVIRONMENTS OF STAINLESS STEEL

- A. Soap, ammonia and detergent medallion applied with a cloth or sponge can be used for routine cleaning.
- B. Arcal 20 or Lac-O-Nu Ecoshine provides a barrier film for fingerprints and smears.
- C. Cameo, Talc or Zud First Impression are applied by rubbing in the direction of the polish lines for stubborn stains and discoloration.
- D. Easy-Off or De-Grease It oven aid are excellent for removal of grease, fatty acids, blood and burnt-on foods on all finishes.
- E. Any good commercial detergent can be applied with a sponge or cloth to remove grease and oil.
- F. Benefit, Super Sheen or Sheila Shine are good for restoration/passivation.

NOTE: The use of stainless steel cleaners or other such solvents is not recommended on plastic parts. Warm soap and water will suffice.

8 STEPS THAT CAN HELP PREVENT RUST ON STAINLESS STEEL

1. USING THE CORRECT CLEANING TOOLS

Use non-abrasive tools when cleaning your stainless steel products. The stainless steel's passive layer will not be harmed by soft cloths and plastic scouring pads. Step 2 tells you how to find the polishing marks.

2. CLEANING ALONG THE POLISH LINES

Polishing lines or "grain" are visible on some stainless steels. Always scrub parallel to visible lines when visible. Use a plastic scouring pad or soft cloth when you cannot see the grain.

3. USE ALKALINE, ALKALINE CHLORINATED OR NON-CHLORIDE CONTAINING CLEANERS

While many traditional cleaners are loaded with chlorides, the industry is providing an ever increasing choice of non-chloride cleaners. If you are not sure of your cleaner's chloride content, contact your cleaner supplier. If they tell you that your present cleaner contains chlorides, ask if they have an alternative. Avoid cleaners containing quaternary salts, as they can attack stainless steel, causing pitting and rusting.

4. WATER TREATMENT

To reduce deposits, soften hard water when possible. Installation of certain filters can remove corrosive and distasteful elements. Salts in a properly maintained water softener can be to your advantage. Contact a treatment specialist if you are not sure of the proper water treatment.

5. MAINTAINING THE CLEANLINESS OF YOUR FOOD EQUIPMENT

Use cleaners at the recommended strength (alkaline chlorinated or non-chloride). Avoid build-up of hard stains by cleaning frequently. When boiling water with your stainless steel equipment, the single most likely cause of damage is chlorides in the water. Heating any cleaners containing chlorides will have the same damaging effects.

6. RINSE

When using chlorinated cleaners, you must rinse and wipe dry immediately. It is better to wipe standing cleaning agents and water as soon as possible. Allow the stainless steel equipment to air dry. Oxygen helps maintain the passivity film on stainless steel.

7. HYDROCHLORIC ACID (MURIATIC ACID) SHOULD NEVER BE USED ON STAINLESS STEEL

8. REGULARLY RESTORE / PASSIVATE STAINLESS STEEL

SERVICING & REPLACEMENT COMPONENTS

- Component parts shall be replaced with OEM (original equipment manufacturer) components.
- Unplug the refrigerator/freezer before cleaning or making any repairs. Setting temperature controls to the 0 position or powering off an electronic control may not remove power from all components (for example; light circuits, perimeter heaters, evaporator fans, etc.).
- Servicing shall be done by a licensed service provider to minimize the risk of possible ignition due to incorrect parts or improper service, and to ensure operator's health and safety.

SWING DOOR GASKET REPLACEMENT

TOOLS REQUIRED

- Caulk gun
- Black 100% silicone

There are two types of door gaskets available; narrow and wide gaskets. Depending on the age and model number you have, you will have to pick the correct gasket. These are not interchangeable (see image 1).

- A.** Narrow door gasket
- B.** Wide door gasket

STEP 1 – From the upper right or left-hand corner, carefully pull removable gasket away from the door. (see image 2).

NOTE: On the narrow gaskets it's important to remember which track the gasket was removed from. Normally, the gasket is in the center track on top, bottom, and handle side. On the hinge side it is on the inside track.



SERVICING & REPLACEMENT COMPONENTS (CONT.)

SWING DOOR GASKET REPLACEMENT

STEP 2 – You will now need to silicone each of the 4 corners of the door. For narrow gaskets (see image 2a), and for wide gaskets (see image 2b).

STEP 3 – Once silicone has been applied to corners, push gaskets back into original tracks. Continue this around the door gasket. Press corners in (see image 3). This will allow the silicone to seal any possible air leaks. It is common to see silicone being pushed out of track around the gasket, this is how you will know enough silicone was used.

STEP 4 – Clean any silicone that might have been pushed out of the corners.

NOTE: Gasket color may vary depending on unit.



Warranty Information (USA & Canada Only)

Warranty Information

To view and download the
Warranty Information for USA & Canada,
please scan the QR code below.



